



Fayetteville Veterans Affairs Medical Center

Communicator

Fayetteville VAMC & Community Based Outpatient Clinics
throughout North Carolina

www.FayettevilleNC.VA.Gov

VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century



Elizabeth Goolsby
Fayetteville VAMC Director

Table of Contents

- Pg. 1...Director's Forum**
- Pg. 3...Providers Get Grant to Improve HIV Service to Homeless Vets**
- Pg. 4...New PIV Access System**
- Pg. 5...Veteran ID Cards**
- Pg. 6...Veterans Court**
- Pg. 7...Construction Updates**
- Pg. 8...Renovated MH Unit**
- Pg. 9...FNCVAMC Goes Red for Heart Disease Awareness**
- Pg. 10...FNCVAMC Weathers Winter Storms**
- Pg. 11...Patient Safety Corner**
- Pg. 12...LEAD Graduates**
- Pg. 13...Kudos & Cheers**

Director's Forum

by **Elizabeth Goolsby**

Director's Forum **Betty Goolsby**

Recently, I received a letter from a veteran who receives care at our Jacksonville Community Based Outpatient Clinic (CBOC). He wrote, in part:

"I was diagnosed with Post Traumatic Stress Syndrome (PTSD), Major Depression, and Obsessive Compulsive Disorder (OCD) while on active duty, but due to a rapid downsizing of the military, I found myself being involuntarily separated from the US Marine Corps after faithfully serving over fourteen years. This drastic change in my career path not only aggravated my illnesses, but also deteriorated my family life. I had lost all hope and faith in everything."

I was introduced to the Jacksonville CBOC staff shortly after 1 July 2012 and utilized their services until my future move on 30 June 2014. During that time, I have had the pleasure of meeting a number of individuals that genuinely cared about my particular health and well-being. I know they would all say they were just doing their job, but I would like to add that if you weren't there just doing your job, I would not be around today to appreciate the love and support of my family. Thank you for just doing your job!"

Testimonials, such as this one, emphasize how important everyone in the Fayetteville Enterprise is in the lives of our patients, no matter where they receive care and services. A part of providing the care and service is planning for the present and the future. During the week of March 3rd, front line staff, program managers, service chiefs and senior leadership gathered to chart our future in a Strategic Planning Retreat. The group reviewed progress in meeting the FY 13 goals, veteran growth projections, population needs, and staff needs to promote recruitment, retention, and career progression.

Con't on Pg. 2



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Highlights

Director's Forum Continued

Con't from Pg. 1

1. How do we change the following aspects of civility in the workplace? Respect, Conflict Resolution
2. How do we change the following aspects of civility in the workplace? Cooperation, Diversity Acceptance.
3. How do we as a facility make the health care experience more relevant to the patient and patient experience? How do we set patient expectations and employee expectations for Customer Service?
4. What services do you feel our Veterans need that we do not provide or need to expand?
5. How do we support employee wellness? What does employee wellness mean to you? How can the facility improve their employee wellness program?
6. How do we make our workplace a more high-performing facility? Employee Development and Employee Engagement.
7. How do we make our workplace a more high-performing facility in regards to Psychological Safety and Comfort in Speaking with your Supervisor?

Management staff focused on the same first 4 topics plus:

1. How can we improve the activation process of new space for the future? What were some lessons learned from Goldsboro & Wilmington? (Staffing, equipment ordering, timeliness as a whole)
2. How do we move the facility to a higher level of complexity such as the ICU for a start?
3. Focusing on the Top 5 Reasons patients come to the ER, develop strategies to prevent ER visits for these 5 groups.

The results of the work from these groups is being collated and will be presented at Director's Staff Meeting and Town Hall meetings early in April. This will be an opportunity for additional input and determination of which strategies to pursue this year and in future years. Please be on the lookout for the dates so you can lend your voice to the future of the Fayetteville Enterprise as we continue to grow in the number of veterans, programs provided, sites of care and the number of staff members.

Northern Regional Medical Commander Briefed

Medical Center Director Ms. Elizabeth "Betty" Goolsby chats with (left) Maj. Gen. Ming T. Wong, Commanding General, Northern Regional Medical Command, Fort Belvoir, Va., and (right) Col. Steven Brewster, Commander, Womack Army Medical Center during the general's Jan. 23 visit to Fayetteville VA Medical Center for a Partnership Briefing/Update. VISN 6 Network Director, Deputy Network Director and FVAMC Executive Leadership were in attendance.



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Grant Aims to Improve HIV Service to Homeless Veterans

The Fayetteville VA Medical Center has been awarded a \$21,300 from the Department of Veterans Affairs to improve HIV service to area homeless Veterans.

The grant based on Fayetteville VAMC's project proposal, "HIV in Homeless Veteran Population" was selected for one of 10 one-time awards of up to \$50,000 each made available to VHA facilities or multi-facility teams to promote HIV testing, diagnosis, treatment, and engagement in care efforts targeting Veterans in, or eligible for VHA care.

"This grant expands our capability to help identify those homeless Veterans in the community who may not be aware

that they are infected and get them the treatment they need," said Medical Director Elizabeth Goolsby. "It's also a tribute to the providers who drafted the proposal. They are to be applauded for the initiative they showed in not only recognizing a shortcoming but helping provide a solution. We highly encourage initiative and innovation among our staff."

Under the oversight of VHA's Office of Public Health HIV, Hepatitis, and Public Health Pathogens Program (HHPHP),

awardees will develop and execute quality improvement projects designed to identify and implement best practices along the HIV Care Continuum.

As described in the HIV Care Continuum Ini-

tiative jointly chaired by the White House and the U.S. Department of Health and Human Services, HIV care can be conceptualized along a continuum that ranges from patients not engaged in care to patients fully engaged in care.

"We appreciate the support we received in the proposal process and are humbled to be given this opportunity to make an impact on the health of this underserved group," said Dr. Peter Chung, Fayetteville VAMC HIV/Hepatitis C Virus Lead Clinician, one of the primary drafters of the proposal. "Although Ms. Black (registered nurse Jasmin Black) and I are listed as the principal proponents, we have no doubt that success will depend on an interdisciplinary team effort."

Emphasizing VA's goal of ending of homelessness in Veterans by 2015 and establishment of a homeless Veterans program to aid that effort, Dr. Chung noted that the homeless are at

greater risk for HIV infection due to lifestyles associated with and engendered by homelessness.

The grant funds will be used primarily for laboratory and clinical supplies including Point of Care – Rapid HIV Testing as well as producing and distributing local educational materials.

"Our project will focus on testing primarily for HIV and Viral Hepatitis with Syphilis and TB as secondary targets," Chung said.

The Fayetteville VAMC's plan proposed a multidisciplinary approach relying on intra-agency (HIV Clinic/Social Work Service/Lab/Primary Care, Women's Health, Rural Health Clinics, etc.) as well as inter-agency (Veterans groups/Shelters/Church Group who feed homeless/Library/Police, etc.) collaboration as the preferred means to identify best practices along the HIV Care Continuum and sustainably increase the proportion of Veterans

Con't on Pg. 4



News

: Grant Aims to Improve HIV Service to Homeless Veterans

Con't from Pg. 2

who are tested for HIV and successfully engaged in care throughout VHA.

"Thirty years ago, a diagnosis of HIV/AIDS had very limited treatment

options and a much shortened life expectancy. Today, thanks to medical advances, treatment can be as simple as one pill once a day," said Director Goolsby. "When Veterans with HIV are diagnosed

early, they can start life-saving treatment that ensures that they live long, healthy lives. We must continue to focus our efforts to reduce the number of new HIV infections through preven-

tion and routine HIV testing."

VA directives mandate that every Veteran patient be tested for HIV at least once in their lifetime.

Facility Implements New PIV Access Control System

By Officer Jessica Lanning
VA Police Service

To improve security throughout the facility and to control access to authorized and unauthorized areas, a new PIV Access Control System is being implemented. This measure helps ensure the safety of our staff as well as our patients.

The main entrances of the hospital as well as the outer buildings are open for general access, during normal working hours, Monday through Friday excluding holidays.

Scanners are used at employee entrances at all times or main entrances after hours. **By Union agreement, the scanners will not be used to track employee time and attendance. An electronic copy of the Union agreement has been sent to every employee.**

Here's how to use the scanners.

The scanner will show **RED** before you scan your card. This **RED** is a constant.

- Take your PIV card out of the holder; hold the PIV card up to the scanner by the keypad, either side, until the **RED** light at the top turns **GREEN**.

- You are not swiping your card; you are holding the card to the scanner. Once access is granted, you

will see a **GREEN** light, and then hear the door click. You will then be able to open the door. The door will automatically lock behind you.

- ***If PIN access is needed, hold the PIV card up to the scanner, wait for the beep, and then enter your PIN. The door will click and be ready to open.***

Additional things you should know.

- If you are in the building when the doors lock, you will still be able to exit the building without a PIV card. **Please leave all door locks in the position they are in. Do not try to circumvent the system by locking or unlocking the doors. Any attempted unauthorized access or propping a door open will sound an alarm with the VA Police.**

- **If you LOSE your PIV card, notify your supervisor and the VA Police IMMEDIATELY so your card access can be temporarily disabled.**

More than half of our employees have already had their cards programmed by Police Service; those who haven't should bring their cards to B-14 in the main building Monday – Friday between 7:30 a.m. and 4:30 p.m. to have them programmed.

Remember, this new procedure is being implemented to improve security throughout the facility and to control access to authorized and unauthorized areas. Call me at Ext. 7922 or Chief Connor at Ext. 7991 if you have any further questions regarding the PIV door access.



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VA Distributing New Secure Veteran Health ID Cards

A phased roll out of newly designed, more secure Veteran Health Identification Cards began Feb. 20. The new cards are distinguished by additional security features and will have a different look and feel.

In addition to being more secure, the card has been transformed into a Veterans Health Identification Card (VHIC). Similar to a typical health insurance card, the VHIC displays the Veteran's Member ID, a new unique identifier, as well as a Plan ID, reflecting the Veteran's enrollment in VA health care.

The VHIC is personalized to display the emblem of the Veteran's branch of service. It also provides features that make it easier to use, such as the addition of "VA" in Braille to help visually impaired Veterans, and the printing of VA phone numbers and emergency care instructions on the cards.

The card replaces the Veteran Identification Card (VIC), which was introduced in 2004. As part of a phased rollout, the card is now being offered to

newly enrolled and other Veterans who have not been issued a VIC. Then, in early April, VA will begin a three month effort to automatically issue the more

secure VHIC to current VIC card-holders. VA recommends Veterans safeguard their VIC as they would a credit card, and cut up or shred the card once it is replaced. While not required to receive VA health care, all enrolled Veterans are encouraged to get a VHIC.



Enrolled Veterans can get more information about the VHIC by visiting Fayetteville VAMC eligibility office or calling them at (910) 822-7016 or 1-800-771-6106 and pressing 6; or visiting the website www.va.gov/healthbenefits/vhic; calling 1-877-222-VETS (8387) or visiting their local VA health care facility.

Veterans who are not enrolled in the VA health care system can apply for enrollment at any time by visiting www.va.gov/healthbenefits/enroll, Calling 1-877-222-VETS (8387) or visiting their local VA health care facility.

State Offers Option for 'Veteran' Designation on License

Qualified North Carolina military Veterans will now be able to carry the designation "VETERAN" on their driver licenses and identification cards. Thanks to a law passed by the NC General Assembly, Veterans who have been honorably discharged from the U.S. Armed Forces who present their DD-214 discharge form can apply at a driver license office for the new designation.

The designation will assist in obtaining military discounts from a wide variety of retailers and service providers without having to show the military discharge form.

Putting the designation on the driver license or ID card will enable NC veterans to show their photo ID

and their Veteran status at the same time. Many states are making such designations available. Veterans who are interested in applying for the designation should take their DD-214 discharge form to their local driver license office to show they been honorably discharged. They can request the designation be added to their license at their next renewal at no additional charge.



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Veterans Treatment Court Opens in Harnett County

LILLINGTON, N.C. (WTVD) -- Governor Pat McCrory was on hand Wednesday for the kickoff of a legal experiment that could mean a second chance for military Veterans charged with drug-related crimes.

North Carolina's first Veterans Treatment Court opened in Harnett County thanks to a grant from the Governor's Crime Commission.

The idea is to take Veterans out of the traditional criminal justice system and give them the structured support they need to get back on a path to productive and law-abiding lives.

They'll get treatment, education and vocational programs, and community resources while being judicially monitored.

Eligibility for the program is based on the severity of the charges the Veteran faces.

"We plan to build on the successes achieved here by partnering with the military and local stakeholders to open more Veterans courts across North Carolina so that

we can give our Veterans the support they deserve," said Governor McCrory. (Copyright ©2014 WTVD-TV/DT. All Rights Reserved.) (Photo by Brad Garner)

NOTE: *Harnett County Veterans may participate in a Veterans Treatment Court or VTC for a year or more until they successfully complete treatment and have met all obligations to the legal system. The VTCs are structured on a Drug Court Model and provide a great opportunity to receive help for Veterans suffering from mental health, substance abuse and trauma related disorders. Fayetteville VAMC Veterans Justice Outreach (VJO) Specialist Curtis Morrow serves as a member of the Veterans Treatment Court as a consultant and as the Fayetteville VAMC liaison.*



For more information, call Curtis Morrow at (910) 488-2120 Ext. 7225.

North Carolina Women Veterans Summit, Expo To Be Held

VHA, VBA and the North Carolina Division of Veterans Affairs will host the first ever North Carolina Women Veterans Summit and Expo, April 17.

This event seeks to connect female Veterans with all federal, state and local organizations that offer or support Veterans' benefits.



"Empower, Educate and Enrich" the fastest growing group within the Veteran population is the theme of the gathering. Women Veterans will have access to counselors with expertise in VBA Claims, VA healthcare, eBenefits, GI Bill, education and training benefits, VA home loans, Women's business opportunities and more.

The event is free and will take place from 8 a.m. to 6:30 p.m. at the NC National Guard Joint Forces Headquarters, 1636 Goldstar Drive, in Raleigh.

The venue is a secure facility and pre-registration is encouraged. Registration and more information can be found at www.NCVRAC.org or by phone at 844-NC4-VETS.



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CONSTRUCTION UPDATES

Sanford CBOC groundbreaking February 7

VA, federal, state and local officials broke ground for a new 10,000 sq. ft. Community-based Outpatient Clinic in Sanford Feb. 7. Nearly 100 people attended the ceremony, including U.S. Sen. Richard Burr (R-NC). When open, the Sanford CBOC will increase access to VA health care for Veterans in living in Lee, Harnett, and Moore counties. The Sanford CBOC will initially host two Patient Aligned Care Teams along with mental health and telehealth services. As demand increases, the clinic has the capacity to serve up to 7,000 patients.



Officials break ground for a new 10,000 sq. ft. Community-based Outpatient Clinic in Sanford.

HCC Construction Update

Construction on the new health care center continues to progress. Construction on the new health care center continues to progress despite inclement weather challenges. Underground storm drain system installations nearly 60 percent complete. Underground plumbing and electrical progressing. Vertical steel rebar continues for columns. The weather has affected the project, with water inundating the area and slowing work sometimes to a stoppage. But crews are persevering and look forward to continuing the main building concrete pours and outfitting the construction site and offices.



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Highlights

Mental Health Unit Ribbon-cutting:



Fayetteville VAMC hosted a ribbon-cutting Jan. 17, 2014 for its new inpatient Mental Health Unit located on the 5th floor of our medical center. This newly renovated space will offer our Veterans a new beginning on their road to recovery. (Pictured from left to right: Kimberly Bronson, RN, Associate Chief, Mental Health, Connie Baxter, RN, Nurse Manager, Inpatient Mental Health Unit, Elizabeth Goolsby, Director, Clara Wiegman, Psychologist, & Dean Fogleman, Assistant Chief, Facilities Management Service. Photo Credit: Brad Garner)

Leadership Fayetteville visits Med Ctr

We were honored to host the 2013-2014 Leadership Fayetteville Class on Jan. 9 as part of Healthcare Day. Leadership Fayetteville is an 8-month course that gives participants the opportunity to meet and network with community leaders from virtually every industry and business type in Fayetteville.

Begun in 1982, the program has produced over 800 participants in the community that continue to network through the Leadership Fayetteville Alumni program.

For more about the program call (910) 433-6766, or email: bplotnick@fayettevillencchamber.org



A previous Leadership Fayetteville visit (Archival photo courtesy Fayetteville Regional Chamber of Commerce)



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Highlights

FNCVAMC Goes Red to Raise Heart Disease Awareness in Women Veterans

Fayetteville VAMC and its outpatient locations joined nationwide effort to educate women Veterans about the risks of heart disease—the leading cause of death in American women and women Veterans. In addition to participation in the month-long Go Red campaign championed by the American Heart Association and Wear Red Days at all locations, FNCVAMC held an “Every Heartbeat Counts” program hosted by the Women’s Health Care program Feb. 26.

The VA-AHA collaboration enables both organizations to work together to maximize their outreach and education efforts.

Among the activities at the “Every Heartbeat Counts” program were AHA partnership, exercise activities, “Red Dress runway, testimonials, skits, Tips for Healthy Living and guest speakers.



Visiting Fort Bragg Soldiers join Wear Red photo op



Above and lower left, Goldsboro CBOC staff Go Red



“Red Dress” runway participants



Courtesy photo



Educational materials



Huff & Puff Café Skit



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Highlights

Staff display dedication, commitment to patients, each other during storms



Several bouts of wintry weather including two winter storms in less than a two-week span in late January and early February prompted some delayed openings at several of our outpatient locations, some power outages and lots of cautious driving around the region but throughout it all Fayetteville VA Medical Center continued to provide high quality care to the Veterans who depend on us while mak-

ing every effort to keep patients and staff alike at all our locations safe. About 50 employees were presented “Above and Beyond” Certificates of Recognition for their efforts and all employees were extended expression of gratitude from the Medical Center Director for their dedication and patience as we ‘weathered’ these unusual circumstances.



WORSHIP SERVICES
IN OUR MEDICAL CENTER CHAPEL
PROTESTANT SERVICE: SUNDAYS 2:00 pm
CATHOLIC MASS: SUNDAYS 11:00 am
MONDAY - THURSDAYS 12:00 pm
All Are Welcome! Contact us at 7031/5906



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PATIENT SAFETY

SMALL LINK - BIG IMPACT

Report Close Calls or Patient Adverse Events!
(potentially could or already has adversely affected a patient?)

“ePER”

The Electronic Patient Event Report (ePER)
Available to all VA network users to report events.

To access **ePER**, go to the Facility Web Page. Locate QuickLinks
in lower right corner, select **ePER**



Promoting Just Culture:

- Emphasizes need for system changes when an event occurs
- Supports a Reporting Environment
- Balance between Punitive and No Blame
- Enables learning from errors and near misses to prevent reoccurrence

Are You On Board?

The Patient Safety Train

Safe, High Quality, Patient Care & Service



Questions: Contact your Patient Safety Manager Tamara Passut 5097



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Employee Spotlight

21 Fayetteville Employees Complete LEAD program requirements

The VISN 6 Leadership, Effectiveness, Accountability, and Development (LEAD) programs graduated 21 Fayetteville VAMC employees in 2013.

The Leadership Development Institute (LDI) represented by Dr. Rich Phillips, Susan Smith, and Kenya Graham culminated their program in Durham at a formal graduation in August where they briefed the findings from the “Healthy Working, Healthy Living” project they completed. The goal of the FY13 LDI Action Learning Project (ALP) was to identify healthy (Organizationally Healthy) teams within their organization.

Once identified, the LDI participants assessed why the team met the predetermined OHC definition. The LDI participants developed a tool kit to assist work units to attain and/or sustain a positive working environment that contributes to individual, team and organizational wellbeing. LDI Participants identified elements that contribute to “Healthy Working, Healthy Living” within an organizational context and made it available for use within VISN 6.

The Mid-Atlantic Advancement Program (MAP) participants representing Fayetteville were Trenda Marshall, Martha Alston, Rosemary Smith, and Rebecca Williford. They completed courses in coaching and mentoring, Leadership Intensives, Self-assessments, Intra & Interpersonal Effectiveness, and Personal Development Planning.

Their group’s project was to increase the number of Veterans to “Opt In” on the My HealthVet. They selected the providers who had the fewest number of Opted In Veterans and made significant improvements in those numbers. Those Veterans are now able to use secure messaging with their provider. The MAP participants will celebrate their graduation during November’s Director Staff Meeting.

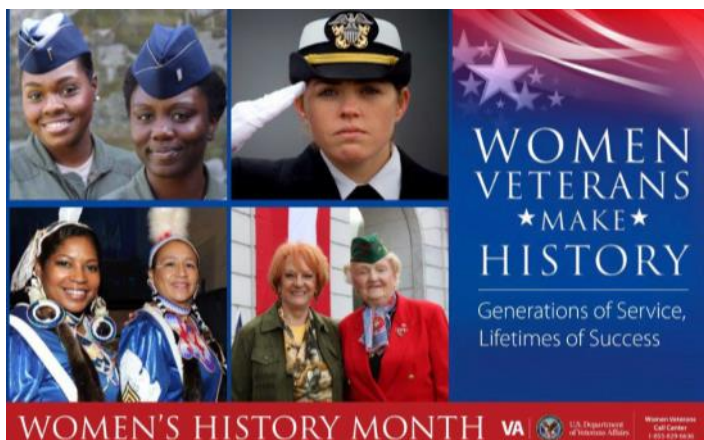
The Non-Supervisory Leadership Development (NLD) program will graduate 15 employees. They are Colleen Clayton, Virgil Hardin, Justin Hare, Mary Haynes, Jessica Lanning, Crystle McDowell, Jason Neely, Krystal Redd, Jerry Robertson, Christopher Sikes, Hampton Stanley, Maria Thompson, Grisselle Vega, and Gloria Williams.

The NLD program provided the students with lessons on the High Performance Development Model, Self-Assessment through the use of the Myers-Briggs Type Indicator, Role of the Mentee, Personal Development Planning, Managing Upward, Resume Writing, and Performance Based Interviewing. After completing the didactic portion of the course, they took on a Customer Service project for our medical center.

With Executive Leadership Team approval, they drafted and procured Veteran Information Cards to be distributed to all patients. The cards contain information on Medication Refill phone number, what to do if taken to a non-VA medical center, Crisis Helpline, Afterhours Nurse Info Line, and the My HealthVet website. Over 10,000 of these have been given out since August with another order on the way.

We celebrated their graduation during November’s Director Staff meeting. LEAD participants for 2014 started classes this past fall and will continue until summer.

The application period for these programs runs May through June, with selections taking place in July and August. If you are interested in applying for any of the LEAD programs, contact David Zentmayer, Designated Learning Officer, at ext. 5177.



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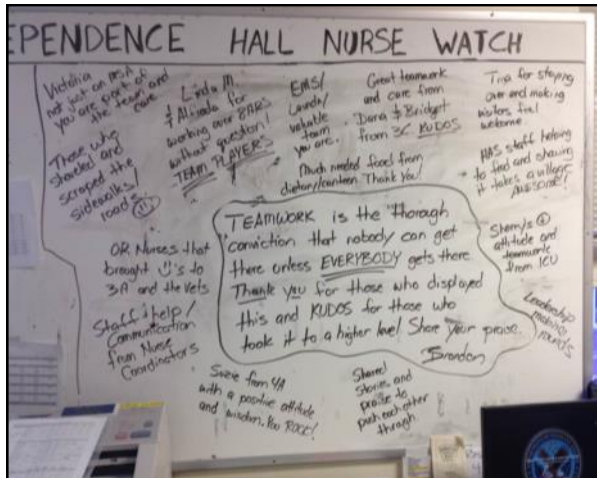
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Kudos & Cheers

Praise Board

A little praise goes along way! In the midst of our third round of wintery weather last month, CLC 3A nursing manager Brandon Mason had a brainstorm. "People were really pulling together, working as a team and I just wanted to give them some encouragement and let them know much their efforts were appreciated," said Mason, describing how his "praise board" sprung up.

The praise board began with Mason's message primarily to coworkers on 3A but it morphed in much more as words of encouragement, gratitude and mutual appreciation were spread for staff facility-wide.



And the Award Goes to "Hospital of Horrors"

Outstanding video production in the patient safety educational initiative category

BJ Farmer – "Director,"

Terri Admire – Hallway coordinator/Educator,

Theresa Whittington – "Nurse" Room 1/ Decorator,

Ronald Lambert – "Patient" Room 5,

Jessica Lanning – "Patient" Room,4,

LeeAnn Gadbow – "Nurse" Room 3 & Music Writer

Rebecca Miller – "Nurse" Room 4,

Melissa Jennings – "Patient" Room 5/ Decorator,

Norma Fraser – Hallway Coordinator/Decorator,

Jeffrey Miller – Work Study coordinator/ Runner,

Mary A-Boateng – Moulage artist and singer



Visit us on the web at
www.fayettevillenc.va.gov

The newsletter is published by the last week of each month.
Please share your story ideas and photos with us.
Enjoy!

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Visual Information Specialist



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